

## **OBSERVATION REPORT #106**

**Verizon's Frame Checklist for Line Share Provisioning does not include a test to verify that Central Office splitter equipment can pass data.**

### **Background**

Verizon's Network Operations Center Information Letter (NOCIL) Line Sharing – Network Creation, Provisioning and Maintenance Central Office, Frame Checklist for Line Sharing Provisioning<sup>1</sup>, does not provide a procedure to verify that provisioned lines are capable of passing data through the assigned splitter. Additionally, Vendor Quality Acceptance Testing procedures<sup>2</sup> defined in the NOCIL, exclude data testing as part of Splitter acceptance test procedures.

### **Issue**

Verizon's Frame Provisioning process does not provide a procedure for the Frame Technician to verify that the high frequency portion of the loop on "Option C" provisioned Splitter equipment can pass data<sup>3</sup>. In addition, installation and acceptance testing procedures for Splitter equipment installed in Verizon Central Office space excludes verification that the equipment can pass data above 4000Hz. Based on current procedures, the first time the high frequency portion of the splitter is tested is when a self-install xDSL Line Share customer or a DLEC initiates a Sync test on the due date.

### **Assessment**

Without a procedure in place to verify that high frequency data can actually be supported through the Splitter, an xDSL/Line Share "self install" customer may not be able to sync to the DLEC's Digital Subscriber Line Access Multiplexer (DSLAM) and would have to initiate a trouble ticket to complete the installation. This adds cost to the DLEC and Verizon and may damage the customer-supplier relationship between the subscriber and the DLEC.

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<sup>1</sup> NOCIL 0006-021 Issue 01, Page 31.

<sup>2</sup> NOCIL 0006-021 Issue 01, Page 26, Paragraph 3.

<sup>3</sup> NOCIL 0006-021 Issue 01, Page 5, Exhibit 3, (Option C - Splitter in BS Space)